

WorkFirst Local Comprehensive Evaluation (CE) Plan
Local Planning Area: South King County
April 24, 2006

Fully describe your local CE process by answering the following list of questions based on the CE Standards. You may want to include a flow chart of your local process.

1. *Please list the local DSHS, ESD and CTC agency partners that will be participating in the CE process in your local area (i.e. specific CSO(s), WorkSource site(s) and CTC(s)). If CJ contractors or other community partners are participants please list and explain their roles. If a CTC is not located in an area, how will the college ensure that the educational interview and CASAS appraisal is provided?*
 - Federal Way, Auburn, King South (Kent) CSO's and WorkSource Affiliate Auburn
 - Highline Community College, Green River Community College, Renton Technical College
 - The MultiService Center, a CJ Contractor, will be participating on site (as resources allow) in the CE process by:
 - i. Attending appropriate results interviews with ESD and CTC representatives and the client
 - ii. Provide information on current CJ resources
 - iii. Assist in evaluating appropriate CJ referrals
2. *Describe how child care and needed support services will be handled at the time of application (Positive Prevention Services) to help ensure that parents can participate in the CE process without delay.*

Positive Prevention Services: Noted below are several key positive prevention services. Staff are expected to provide a range of services and options that will assist the client and help move them towards self-sufficiency.

- Transportation: A case manager will discuss transportation at the initial WorkFirst orientation and again at time of TANF interview and primary WorkFirst orientation.
- Childcare:
 - i. Childcare applications will be given to all TANF applicants at the earliest opportunity, with follow-up at each succeeding client contact point.
 - ii. WCCC eligibility staff will meet with clients to review eligibility for WCC and to provide award letters as appropriate. Information relating to childcare centers who take drop-in clients and child shot record requirements will be available.

- DCS:
 - i. DCS will be available (onsite, by telephone, or email) to expedite child support, answer questions, take information and work with customers.
 - ii. DCS is co-located in Federal Way part of each week. On those days, the collocated SEOs screen each TANF application to begin the support enforcement process. They work closely with and advise the case managers and the client on collection options and requirements.
 - iii. DCS will train select staff in the CSO's on completing paternity affidavits.
 - DCS – Project Bright Start: DCS is working on the Bright Start Project with local hospitals. The goal is to assist hospitals in encouraging new parents to sign paternity affidavits.
 - Unemployment Insurance:
 - i. Case managers will ensure appropriate clients apply for UI benefits.
 - ii. Each CSO lobby has a dedicated telephone to UI as one means to apply for UI.
 - Diversion:
 - i. Diversion is actively discussed at the initial and primary orientation.
 - ii. Clients will have up to 10 days to meet diversion requirements before DCA is denied.
3. *Describe where each of the CE elements -- listed above and in the standards -- will be conducted (e.g. CSO, WorkSource, college, other). If your local community has multiple CSO's, CTC's or WorkSource/ ESD offices, explain how and where the CE elements will be offered and how the CE process will be coordinated.*

CE assessments will be conducted at the WorkFirst sites located within the local CSO's and at the WorkSource Affiliate. The preliminary schedule is:

- Highline CC. at Federal Way 3 days per week.
- Green River CC at Auburn 2 days per week.
- Green River CC., Highline CC. and Renton Technical College at Kent (King South) 3 days per week. Green River will coordinate coverage.

4. *Describe how each element of the CE will be conducted (e.g. individual interview, group process, group or individual testing etc). List primary assessment tools (and any additional tools) that will be used by each of the partners. CSD staff will use the CE Foundation evaluation and Social Service Assessment:*

- The initial Eligibility/Foundation interview will be conducted by the CM. The client is then referred to the CE process via IRP.
- At the WorkFirst/WorkSource site, WorkFirst Job Counselors will administer the Choices assessment and a CTC representative (from HCC, GRCC, or RTC) will administer the CASAS assessment.
- All assessments are completed in groups.
- The individual feedback sessions are held with a representative from one of the colleges, a job counselor and one client.
- ESD will utilize Choices to assess both work skills and labor market information.
- The colleges will later administer the COMPASS tool on the college campus after a parent is referred for training.

5. *Describe how your local CE process will meet the completion time frame standards (an average of 10 work days to complete CE and no more than 30 calendar days from TANF application to participation in a pathway activity).*

- Include when or how often each element of the CE will be conducted to ensure that adequate evaluation opportunities are available to meet parents' needs and the program standards.
- Explain how the social service assessment, when required, will be completed within the above timeframe.
- When program criteria for emergent issues indicate the parent needs to be "temporarily deferred" from completion of the CE, describe how your area will insure that parents are re-involved in CE as soon as possible.
 - i. TANF applications can be received in person, by mail, online, or by drop-off.
 - ii. Client will be invited to a WorkFirst Orientation. The WorkFirst message and Positive Prevention (UI, DCA, DCS etc.) services will be explained.
 - iii. Potential TANF clients will meet with CM/SW for initial screening and IRP development on the same day when possible. The WorkFirst message and Positive Prevention Services will again be discussed.
 - iv. Clients who are not successfully diverted will be returned to the CE process.
 - v. These clients will be referred to the WorkFirst/WorkSource site for CASAS (CTC's) and Choices (ESD) assessments.
 - vi. Client will meet with both CTC and ESD for discussion regarding Choices/CASAS outcomes.

- vii. CTC/ESD staff will input this information into EJAS.
- viii. Clients who fail to show up or complete this process will be scheduled for a "Good Cause" appointment with the CM. If the client fails to show for this appointment, he/she will be sanctioned for failing to follow through with the initial IRP.
 - a. Clients who show for the meeting but fail to provide good cause will be sanctioned for the same reason.
 - b. Clients who no-show or show but do not have good cause will be referred back to the WorkFirst/WorkSource site to complete the CE process.
 - c. Clients who do show up to the good cause meeting and do have good cause may be referred back or possibly enter into a new component based on the client issues.
- ix. Status of clients in this process will be input in EJAS using the CE code.

6. *Does your local area intend to include "enhancements" to the CE process beyond the required minimum standards (i.e. Family Literacy, soft skills, Dependable Strengths)? If yes, please describe your plans.*

Yes. When customer enters into a pathway, CM/SW will make appropriate referrals to local contractors such as With Grace, Working World, etc.

7. *Describe how line staff will communicate and coordinate during the CE process. Explain how line staff will resolve issues when there are differing partner views on the most appropriate pathway for a parent.*

- Email, E-message, in - person etc. case staffing with all possible partners.
- A case staffing will be held if there is a difference of opinion about the most appropriate pathway.

8. *How will your local partnership pro-actively address challenges during CE start-up and on-going phases?*

- Initial meeting will be scheduled approximately two weeks after CE process begins to see how the process is working and what changes/challenges need to be looked at and possibly changed.
- Regular LPA meetings will continue to be scheduled.

Signatures:

CSO Administrator	_____	Federal Way CSO
CSO Administrator	_____	Auburn CSO
CSO Administrator	_____	King South (Kent) CSO
Acting District Manager	_____	Fife Field Office, DCS
Work Source Administrator	_____	WorkSource Administrator
College Representatives	_____	Highline Community College
	_____	Green River Community College
	_____	Renton Technical College
Community Jobs Director	_____	MultiService Center